

Traffic Incident Management Recommended Operational Guidelines March 2002



**MINNESOTA
METRO FIRE
CHIEFS**

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I. Introduction

The Incident Management Coordination Team (IMCT) has put together this document as a guideline for agencies to use when responding to traffic incidents on the Metro Area freeway system. The goal of the Incident Management Coordination Team is to improve the management of traffic incidents while developing a communication network among incident responders. The purpose of this document is to provide incident responders with uniform guidelines for safe operations at the scene of an incident. These guidelines are the result of numerous debriefings and discussions on how to improve the overall traffic incident management process. It is intended that this documents serve as a guideline for decision-making and can be modified by the incident responders as necessary to address existing incident conditions. (1)

II. Definition of an Incident

An incident is defined as any non-recurring event that causes a reduction of roadway capacity such as traffic crashes, disabled vehicles, spilled cargo or brush fire. (Incidents also include planned events such as road construction or large special events like the Super Bowl, however, these types of incidents are not the focus of this document.) Improving the overall traffic incident management process will improve the safety of responding agency personnel, reduce the chance of secondary crashes occurring in the unexpected traffic backup and reduce the overall delay travelers' experience.

III. Document Organization

The team developed this document to outline recommended guidelines that should be used in typical incidents. These incidents were divided into eight categories as follows:

- Disabled Vehicles
- Crash – Property Damage Only
- Crash – Minor Injury
- Vehicle Fire
- Brush Fire (within freeway right of way)
- Crash – Possible Fatality
- Heavy Duty Recovery
- Abandoned Hazardous Materials

In addition to the specific guidelines for various categories of incidents, the team also developed some general guidelines that apply to all incidents.

IV. Roles and Responsibilities

The following outlines the primary roles and responsibilities of the various agencies that respond to freeway incidents. (2)

Law Enforcement

The Minnesota State Patrol (MSP) is the primary law enforcement agency responding to incidents on the Metro Area freeway system. However, some local law enforcement agencies are the primary response on certain sections of trunk highways including parts of TH 100. There are approximately 90 local police agencies that serve as backup to MSP during major incidents. Sometimes these agencies are the first to respond on scene.

Responsibilities:

- Assist in incident detection
- Secure the incident scene
- Assist disabled vehicles
- Provide emergency medical aid until help arrives
- Serve as incident commander
- Supervise scene clearance
- Direct traffic
- Conduct accident investigations

Fire and Rescue

Fire and rescue services are provided by 30 local fire departments throughout the Metro Area. The cities of St. Paul and Minneapolis have full time fire departments while the other fire departments are a mixture of paid on-call (volunteers) and full time positions.

Responsibilities:

- Protect the incident scene
- Provide emergency medical care
- Provide initial HAZMAT response and containment
- Suppress fire
- Rescue crash victims from damaged vehicles
- Arrange transportation for the injured
- Serve as incident commander
- Assist in incident clearance

Emergency Medical Services (EMS)

Emergency medical services are provided by approximately 10 public agencies and private companies. Their primary responsibilities include triage, treatment and transport of crash victims.

Responsibilities:

- Provide advance emergency medical care
- Determine destination and transportation requirement for the injured
- Coordinate evacuation with fire, police and ambulance or airlift
- Remove medical waste from incident scene

Towing and Recovery

Towing and recovery services are provided by approximately 53 private towing companies. These services are requested through MSP Dispatch on a daily basis.

Responsibilities:

- Removing vehicles from incident scene
- Protecting victims' property and vehicles
- Remove debris from roadway
- Provide transportation for uninjured vehicle occupants

Transportation Agencies

Mn/DOT provides for the overall planning and implementation of traffic incident management programs. They are also responsible for running the Traffic Management Center and the Highway Helper program. Through the 19 Maintenance Sub-Area Truck stations located throughout the Metro Area, Mn/DOT also provides for traffic control, coordinates clearance activities and repairs damaged transportation infrastructure.

Traffic Management Center Responsibilities:

- Assist in incident detection and verification
- Operate overhead electronic message boards, lane control signals and ramp meters
- Provide traveler information to the public and media
- Broadcasts continually on KBEM 88.5 FM during major incidents
- Dispatch Highway Helpers

Highway Helper Responsibilities:

- Assist in incident detection
- Secure the incident scene
- Relocate stalled vehicles via push bumpers
- Assist disabled vehicles (jump start, tire change and gasoline) and remove debris
- Provide emergency medical aid until help arrives
- Provide containment of minor spills
- Provide for emergency traffic control via portable message board

Maintenance Operations Responsibilities:

- Provide emergency and short term traffic control setups
- Contain any minor vehicle spills if possible
- Coordinate with law enforcement the establishment of alternate routes and assist in their operation as necessary
- Determine incident clearance needs such as loaders, tandems, brooms or other pertinent equipment and materials
- Coordinate use of Mn/DOT resources (people, equipment and materials) for clearance and recovery of incident
- Assess infrastructure damage, make necessary arrangements repairs and report resources used for billing

Hazardous Materials Responders

Hazardous Materials Specialists from the Mn/DOT Office of Motor Carrier Services respond to highway incidents involving release of hazardous cargo from vehicles, large fuel spills, and the abandonment of hazardous materials on highway right of way. The Minnesota Duty Officer notifies Mn/DOT hazmat specialists, spill responders from the Minnesota Pollution Control Agency, and responders from other state agencies. These state responders assist the responsible party in contacting spill cleanup companies, or will order state cleanup contractors if the responsible party is unknown. This document does not specifically address the incidents that involve hazardous materials, as these require special considerations.

Media/Information Service Providers

Metro Area media and Information Service Providers (ISP) play an important role in distributing traveler information via the radio, television, Internet, and telephone services. All local TV stations and ISPs have access to Mn/DOT closed circuit televisions. Information is also distributed to the media and ISPs by the TMC via 2-way radio, telephone and the Internet. They are responsible for reporting the traffic impacts of incidents and providing alternate route information to travelers.

V. Recommended Guidelines

General

Teamwork

While each responding agency has their own role and responsibilities at an incident scene, all agencies should understand and recognize the importance of coordination and cooperation with other agencies.

Safety

It is recommended that incident responders wear appropriate high visibility safety apparel (vests, hats) to minimize their risk of being struck by oncoming traffic. Responders should always be aware of traffic moving around the incident scene, especially when exiting any emergency response vehicle. (3)

Response

Emergency responders should make every effort to minimize the risk of injury to themselves and those who use the highway system. If possible, responders should respond to the incident with the flow of traffic. Dispatchers should relay specific information about the incident location to help with response. Responders should coordinate their response through their Dispatch to ensure they are needed. It is better for responders to get information through Dispatch than to stop at an incident scene and ask if their help is needed.

Parking/Placing of Response Vehicles

All vehicles responding to an incident should park on the same side of the roadway and in the same direction as the incident, preferably on either one side of the freeway or the other, not both. Equipment and vehicles arriving on the incident scene should be placed to protect the scene and provide access to needed equipment while only blocking those lanes of traffic necessary.

Warning Lights

Use only the necessary flashing emergency lights at the scene of an incident. If possible, have emergency lights activated only to the rear to minimize any unnecessary rubbernecking or gawker slow down. Low beam headlights should be used to light an incident scene to minimize the blinding effect to drivers of oncoming vehicles

Unified Command

Upon arrival, each agency should locate the MSP Trooper in charge and coordinate their activities. During major incidents this is often the MSP Lieutenant on duty. The MSP Trooper in charge should set up an easily recognizable command post near the incident where several agencies and private companies can present their recommendations and where response can be coordinated. Agencies should not assume when they arrive at an incident scene that other responders know their plan of action.

Traffic Control

As soon as possible, initial responding unit should position traffic control devices, such as cones or flares, to assist in channeling traffic away from an incident. If the incident is anticipated to last more than one hour, Mn/DOT Maintenance should be called to provide short-term traffic control.

Alternate Routes/Detours

Detours are established only when the freeway is entirely closed down for an extended period. MSP will coordinate with Mn/DOT Maintenance and local police and/or sheriff to determine the best route. The Traffic Management Center will utilize the overhead electronic message boards and Traffic Radio (KBEM 88.5 FM) to warn travelers of the closure and advise avoiding the area.

Off scene staging

Response vehicles not needed immediately on the scene, should stage their vehicles off the freeway, if possible. Commercial vehicle inspections should also be conducted off the freeway, if possible.

Clearing Traffic Lanes

As the incident progresses toward the clearing stage and taking the safety of all personnel into consideration, traffic lanes should be opened as soon as practical.

Disabled Vehicle

The majority of incidents on the freeway system are disabled vehicles. If a Highway Helper is available, some disabled vehicles can be fixed quickly. In other situations, the vehicle must be towed. All disabled vehicles should be moved to the shoulder (preferably the right shoulder) or pushed out of the traveled lane.

Law Enforcement:

BLOCKING

- Protect the scene by proper placement of squad utilizing emergency lights to the rear.
- If **unoccupied** blocking:
 - Immediately call MSP Dispatch for a Zone Tow for rapid removal.
 - Complete impound document and notify MSP Dispatch with appropriate vehicle identification information.
- If **occupied** blocking:
 - Coordinate with the motorist a method and site to push the vehicle onto a non-blocking location.
 - Work with motorist for a quick removal from the right of way after clearing vehicle from lane of traffic by contacting Highway Helper, tow truck or other appropriate parties.

NOT BLOCKING – No Hazard

- If **unoccupied**:
 - Run registration checks and mark the vehicle with freeway paint or red tag document to monitor time frame which vehicle has been abandoned.
 - First available opportunity, remove vehicle from roadway using State Patrol General Order Guidelines, which reference this type of incident (*currently 2 hour grace period on controlled access freeway*).
- If **occupied**:
 - Work with motorist for a quick removal from the right of way by contacting Highway Helper, tow truck or other appropriate or requested parties.

Towing Operator:

BLOCKING—STATE PATROL NOT ON SCENE

- When traffic conditions allow, position tow truck behind the blocking vehicle so that the warning lights can protect the scene until help arrives.
- If **unoccupied** blocking:
 - Wait until law enforcement arrives on the scene and then position the tow truck for removal of the vehicle.
 - If traffic conditions allow the removal of the vehicle before the Patrol arrives, remove the vehicle and tow to the nearest safe location (usually the right shoulder).
 - Notify the Patrol of your location.
- If **occupied** blocking:
 - If the owner of the vehicle gives consent to move the vehicle, move the vehicle to a safe place.
 - If the owner does not give you consent to remove the vehicle, stand by until the Patrol arrives.

NOT BLOCKING – Hazard

- If **unoccupied**:
 - Position your truck so that its warning light will protect the scene.
 - Wait until the Patrol arrives on the scene.
 - Communicate with the trooper about the towing procedures.
 - Position the tow truck for the removal of the vehicle.

- **If occupied:**
 - Protect the scene by positioning your tow truck so that the warning lights will warn oncoming traffic.
 - Advise the owner of the vehicle that the Patrol is on its way.
 - If the owner of the vehicle gives consent to remove the vehicle, begin the towing process if it can be done in a safe manner.
 - If the owner does not give you consent to remove the vehicle, stand by until the Patrol arrives.

These events may differ considerably due to traffic, weather, time of day, and road conditions.

Highway Helper:

BLOCKING

- If first to arrive and traffic conditions allow, protect the scene by proper placement of vehicle utilizing emergency lights to the rear and/or chevron arrow and notify TMC.
- If **unoccupied** blocking:
 - Immediately call for a Zone Tow for rapid removal.
- If **occupied** blocking:
 - Coordinate with the motorist a method and site to push the vehicle to a non-blocking location.
 - Work with motorist for a quick removal from the right of way after clearing vehicle from lane of traffic. Render assistance, call for tow truck or transport motorist to off-freeway location.

NOT BLOCKING – No Hazard

- If **unoccupied:**
 - Mark the vehicle with freeway paint or red tag document to monitor time frame which vehicle is abandoned.
- If **occupied:**
 - Work with the motorist for a quick removal from the right of way by rendering assistance, calling for a tow truck or transporting motorist to an off-freeway location.

Fire Service:

Usually not a responding agency – Contact MSP Dispatch for driver assistance.

Mn/DOT Maintenance:

Usually not a responding agency – Contact DOT Maintenance Dispatch for driver assistance.

Crash – Property Damage

Property damage crashes are very common during stop and go congestion. These are usually rear-end crashes and the drivers will usually relocate their vehicles to the shoulder before law enforcement arrives.

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear.
- Once it is determined that there are no injuries to party, attempt to move vehicles onto the same side of the roadway if possible (either all on right shoulder or all on left shoulder).
- If needed, request further assistance for traffic direction and scene protection and/or utilize additional traffic control devices such as cones or flares.
- Call for Zone Tow immediately if vehicles have been rendered immovable due to damage. Advise Tow through Dispatch of any special tow equipment that will be needed.
- Obtain necessary information from involved parties.
- Maintain control of involved parties allowing them to remain in their respective vehicles or in the safety of the squad car.
- Review physical evidence at scene and take photos, if necessary.
- Have MSP Dispatch contact Mn/DOT Dispatch if there is any roadway or structural damage to state property.
- Clear scene as quickly as possible and consider completing follow-up paperwork off the freeway.

Towing Operator:

PATROL NOT ON SCENE

- If traffic conditions allow, protect the scene by using rear facing warning lights on tow truck.
- Check for injuries.
- If the vehicle needs to be towed and it can be done in a safe manner, then with the owner's consent tow the vehicle to a safe place and advise the Patrol of the location.
- If towing cannot be done in a safe manner protect the scene by the use of flares, flags or cones.

PATROL ON SCENE

- Position tow truck so the towing process can begin.
- Coordinate with MSP trooper for vehicle removal and communicate how to best reenter traffic flow.

Highway Helper:

- If first to arrive, protect the scene by utilizing vehicle with emergency lights and/or chevron arrow activated to the rear and notify TMC.
- Once it is determined that parties are not injured, attempt to move vehicles onto the same side of the roadway if possible (either all on right shoulder or all on left shoulder)
- Provide additional traffic control using cones or flares.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Fire Service:

Usually not a responding agency – Contact MSP for driver assistance.

Mn/DOT Maintenance:

- Usually not a responding agency – Report to Mn/DOT Dispatch for driver assistance.
- If Mn/DOT Maintenance should come across an accident and no other responders have arrived, they should protect the scene, call Mn/DOT Dispatch, check for injuries and render first aid as possible. Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.
- Mn/DOT employees are allowed to help contain and clean up motor vehicle's own liquids. Sorbent products, and as a last option sand, may be used to contain liquids such as radiator, transmission and hydraulic fluids as well as engine oil, gasoline and diesel fuels at the scene. Mn/DOT employees involved in such activities must have annual "Right-To-Know" training dealing with these liquids.

Crash – Minor Injury

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear.
- Request “ambulance only” if injuries are minor and will not require extrication.
- Contact Fire personnel if multiple injuries or additional assistance is needed.
- Determine if vehicles can be removed from the traveled lanes.
- Attempt to move vehicles onto the same side of the roadway if possible (either all on right shoulder or all on left shoulder).
- If needed, request further assistance for traffic direction and scene protection and/or utilize additional traffic control devices such as cones or flares.
- Call for Zone Tow immediately if vehicles have been rendered immovable due to damage. Advise Tow through MSP Dispatch of any special tow equipment that will be needed.
- Obtain necessary information from involved parties
- Maintain control of involved parties allowing them to remain in their respective vehicles or in the safety of the squad car.
- Review physical evidence at scene and take photos, if necessary.
- Contact Mn/DOT Dispatch if any roadway or structural damage to state property.
- Clear scene as quickly as possible, consider finishing up paperwork off the freeway.

Towing Operator:

- Park tow truck at the rear of the scene, positioned so that the warning lights can help secure the scene.
- When parking on the scene do not block in any emergency vehicle at the scene.
- Report to the MSP Trooper in charge.
- Begin to analyze the crash scene and start planning the recovery techniques.
- Take into consideration the type of equipment and personnel resources that will be necessary to complete the job.
- Ask the Trooper in charge for permission to begin the clean up process.
- Coordinate with MSP Trooper for vehicle removal and communicate how to best reenter traffic flow.

Highway Helper:

- If first to arrive and traffic conditions allow, protect the scene by utilizing vehicle with emergency lights and/or chevron arrow activated to the rear.
- After securing the scene, provide first aid as possible and call for appropriate emergency aid if not previously called.
- Provide for additional traffic control with cones or flare.
- Coordinate all activities with MSP Trooper once they arrive.

Fire Service:

- Responding fire units should park fire apparatus to allow scene protection for responders as well as injured parties while allowing as little restriction to flow of traffic on roadway as possible. Rear facing warning lights should be activated.
- Fire service personnel should coordinate activities with MSP Troopers on scene.
- Render medical aid until an ambulance arrives to transport the injured persons to the hospital.
- Fire service units on scene should be limited to what is essential to support the emergency activities and should clear the scene as soon as the need for these activities has ended.

Mn/DOT Maintenance:

- Usually not a responding agency – Report to Mn/DOT Dispatch for driver assistance.
- If Mn/DOT Maintenance should come across an accident and no other responders have arrived, they should protect the scene, call Mn/DOT Dispatch, check for injuries and render first aid as possible. Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.
- Mn/DOT employees are allowed to help contain and clean up motor vehicle's own liquids. Sorbent products, and as a last option sand, may be used to contain liquids such as radiator, transmission and hydraulic fluids as well as engine oil, gasoline and diesel fuels at the scene. Mn/DOT employees involved in such activities must have annual "Right-To-Know" training dealing with these liquids.

Vehicle Fire

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear.
- Dependent on the size of fire, determine if there are any occupants in the vehicle and render assistance for their rapid removal, if at all possible.
- Divert traffic to far lanes, detour or detain, dependent on the location of the vehicle fire, type of fire and wind direction.
- If fire is beyond control by Trooper's resources, immediately request fire response.
- If the fire is small, attempt to extinguish the fire with available resources such as extinguisher or shovel and dirt.
- Upon arrival by Fire personnel, adjust traffic diversion as needed.
- Once fire is under control request appropriate tow services (flatbed) working with the vehicle operator/owner.
- Complete impound document, if needed.
- Contact Mn/DOT Dispatch if roadway or structural damage to state property, or if sand is needed for roadway surface.

Towing Operator:

- Position tow truck in a safe position up hill and upwind from the burning vehicle.
- If the fire department is not on the scene, get all people away from the vehicle as far as possible and treat the vehicle like it could blow up at any time.
- Do not park in an area that may be used by fire equipment.
- Report to the officer in charge and wait until they give you the "all clear" before removing the vehicle.
- Make sure that the fire is completely out before towing the vehicle.
- Remove the battery cable from the vehicle if it has not been done.
- Avoid breathing any of the smoke from the vehicle.

Highway Helper:

- If first to arrive and traffic conditions allow, protect the scene by utilizing truck with emergency lights activated to the rear and/or chevron arrow and notify TMC.
- Dependent on the size of fire, determine if there are any occupants in the vehicle and render assistance for their rapid removal, if at all possible.
- Divert traffic to far lanes, detour or detain, dependant on the location of the vehicle fire.
- If fire is beyond control by Helper's resources, immediately request fire response.
- If the fire is small, attempt to extinguish the fire with available resources such as extinguisher or shovel and dirt.

Fire Service:

- The Fire Service is the primary responder to these types of incidents.
- Fire service units should coordinate on scene activities with the State Patrol.
- Responding fire units should park fire apparatus to allow scene protection for responders while allowing as little restriction to flow of traffic on roadway as possible. Rear facing warning lights should be activated.

- Fire service units on scene should be limited to what is essential to support the emergency activities and should clear the scene as soon as the need for these activities has ended.
- The Fire Service is obligated to investigate the cause and origin of all fires that result in loss of more than \$100.
- For suspicious fires, the Fire Service may require that the vehicle be impounded to allow for more detailed investigation.

Mn/DOT Maintenance:

- Usually not a responding agency unless sand is needed for roadway surface in freezing temperatures

Brush Fire

Law Enforcement:

- First Trooper on scene should determine the need for fire apparatus and additional law enforcement assistance. This will be dependant on area and size of fire, location to freeway, travel direction and volume of smoke.
- If the fire is small and easily contained, attempt to extinguish the fire with available resources such as an extinguisher or shovel and dirt.
- Upon arrival by fire personnel, provide traffic diversion as needed. Either divert or detain traffic dependant on the time frame needed to extinguish the fire and the number of emergency vehicles needed on site.
- If MSP Dispatch observes fire via closed-circuit television (CCTV), they should dispatch fire using the criteria, as a responding Trooper.
- Through Dispatch request Mn/DOT if necessary for deployment of emergency warning devices.
- Through Dispatch request Mn/DOT if any roadway or structural damage to state property.

Towing Operator:

Usually not a responding party.

Highway Helper:

- Usually not a responding party.
- Provide for necessary emergency term traffic control as directed by law enforcement.

Fire Service:

- The Fire Service is the primary responder to these types of incidents.
- Fire service units should coordinate on scene activities with the State Patrol and Mn/DOT.
- Responding fire units should park fire apparatus to allow scene protection for responders while allowing as little restriction to the flow of traffic on the roadway as possible. Rear facing warning lights should be activated.
- Fire service units on scene should be limited to what is essential to support the emergency activities and should clear the scene as soon as need for these activities has ended.
- Smoke from brush fires may impact the safe movement of traffic on the freeway system, so it might become necessary to stop traffic until fire is controlled and smoke clears.
- Closing the freeway shall be coordinated with State Patrol and Mn/DOT. Depending on the magnitude of the incident, several fire units may be required to operate along the freeway right-of-way.

Mn/DOT Maintenance:

- Provide for necessary short-term traffic control as directed by law enforcement.

Major Crash – Possible Fatality

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear. Flares and safety cones should also be used if appropriate.
- Upon ascertaining that this is a major incident/fatality situation, the responding law enforcement or law enforcement dispatcher should begin calling appropriate parties/agencies (i.e. reconstructionist, medical examiner, mapper, other law enforcement personnel, CVI, Supervisor, tow trucks, Mn/DOT Maintenance and TMC).
- If a spill of a hazardous substance is found, have the dispatcher call the State Duty Officer at (651) 649-5451 or (800) 422-0798.
- Coordinate activities with these groups as they arrive at the scene.
- After securing the scene, provide first aid as possible and call for appropriate emergency aid if not previously called.
- Secure witnesses and involved parties and obtain necessary information.
- Determine traffic needs, closing down portions of freeway as needed for crash investigation or detour traffic if complete road closure is necessary.
- If possible, coordinate with other emergency units to make the scene longer, not wider. Move units to one side of the road, if possible, without compromising investigation.
- Update Traffic Management Center (TMC) of traffic control methods and any changes in traffic flow.
- If needed, request further law enforcement assistance for traffic direction and scene protection and/or utilize additional traffic control devices such as cones or flares.
- Complete investigation as dictated by MSP Guidelines, removing debris and vehicles from roadway as soon as possible. Try to complete mapping of vehicles blocking lanes first to enable the opening of traffic lanes as soon as possible.
- Monitor arrival of media personnel and/or family members making sure they are not compromising the crash investigation or inhibiting the safe flow of traffic.
- Clear all emergency units from scene as soon as possible to remove any visual hazards that may continue to contribute to the traffic backup.
- Call for a Zone Tow as soon as investigation allows and advise the tow company through Dispatch of any special tow equipment that will be needed.
- Review physical evidence at scene and take photos, if necessary.
- Contact DOT if any structural damage to state property.
- Clear scene as quickly as possible and consider completing follow-up paperwork off the freeway.

Towing Operator:

- Park tow truck at the rear of the scene in a position where the warning lights can help secure the scene.
- When parking on the scene do not block in any emergency vehicle at the scene.
- Report to the MSP Trooper in charge.
- Begin to analyze the crash scene and start planning the recovery techniques.
- Take into consideration the type of equipment and personnel that will be necessary to complete the job.
- Ask the Trooper in charge for permission to begin the clean up process.
- Coordinate with MSP Trooper for vehicle removal and communicate how to best reenter traffic flow.

Highway Helper:

- If first to arrive and traffic conditions allow, protect the scene by utilizing truck with emergency lights activated to the rear and/or chevron arrow and report to TMC.
- After securing the scene, provide first aid as necessary and call for appropriate emergency aid (if not previously called).
- Provide for additional traffic control with cones or flares.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Fire Service:

- The Fire Service typically responds to these types of incidents to provide support for EMS, rescue services and fire protection.
- Fire service units should coordinate on scene activities with the State Patrol. Responding fire units should park fire apparatus to allow scene protection for responders while allowing as little restriction to the flow of traffic as possible. Rear facing warning lights should be activated.
- Fire service units on scene should be limited to what is essential to support the emergency activities and should clear the scene as soon as needed when these activities end.
- The magnitude of this type of incident may require several fire units to be operating on the roadway, so scene safety for responders should be a primary consideration.

Mn/DOT Maintenance:

- Provide emergency and short-term traffic control setups to protect the incident scene.
- Coordinate with law enforcement the establishment of alternate routes and assist in their operation as necessary.
- Determine incident clearance needs such as loaders, tandems, brooms or other pertinent equipment and materials.
- Coordinate the use of Mn/DOT resources (people, equipment and materials) for clearance and recovery of incident
- Mn/DOT employees are allowed to help contain and clean up motor vehicle's own liquids. Sorbent products, and as a last option sand, may be used to contain liquids such as radiator, transmission and hydraulic fluids as well as engine oil, gasoline and diesel fuels at the scene. Mn/DOT employees involved in such activities must have annual "Right-To-Know" training dealing with these liquids.
- If a spill of a hazardous substance is found, have the dispatcher call the State Duty Officer at (651) 649-5451 or (800) 422-0798 if they are not already notified.
- Assess infrastructure damage; make necessary arrangements for repairs and report resources used for billing purposes.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Heavy Duty Recovery (Vehicle weight greater than 10,000 pounds)

This scenario assumes that no other vehicle is involved and there is no injury to the operator. "Recovery" means to physically put vehicle in a position which it can be towed or driven away.

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear. Flares and safety cones should also be used if appropriate.
- Upon ascertaining that this is a major Heavy Duty recovery situation, call for the appropriate parties/agencies (i.e. reconstructionist, other law enforcement personnel, CVI, Supervisor, tow trucks, Mn/DOT Maintenance and TMC).
- If a spill of a hazardous substance is found, have the dispatcher call the State Duty Officer at (651) 649-5451 or (800) 422-0798.
- Coordinate the recovery of the vehicle with the vehicle operator, tow company and Mn/DOT Maintenance.
- Secure witnesses and obtain information.
- Determine traffic needs, closing down portions of the freeway as needed for crash investigation, or detour traffic if complete road closure is necessary.
- If possible, coordinate with other emergency units to make the scene longer, not wider. Move units to one side of the road, if possible, without compromising investigation.
- Update Traffic Management Center (TMC) of traffic control methods and any changes in traffic flow.
- Complete investigation as dictated by MSP Guidelines, removing debris and vehicles from roadway as soon as possible.
- Coordinate with the Commercial Vehicle Inspector on removing the vehicle to an off site location for necessary inspection.
- Clear all emergency units from scene as soon as possible to remove any visual hazards that may continue to contribute to the traffic backup.

Towing Operator:

- Communication between the State Patrol and towing company is very important so that the proper equipment and personnel resources arrive on the scene.
- Route selection is very important because of traffic conditions and the size of the towing equipment.
- Parking on the scene should be done so that the warning lights may help protect the scene. Where the tow truck is initially parked is not necessarily where the truck will be positioned during the recovery.
- Report to the MSP Trooper/Fire Chief in charge and discuss the situation.
- Analyze the scene, taking into consideration hazardous materials.
- When the officer in charge gives the all clear, the clean up and the removal of drive shafts may begin.
- Ensure the Commercial Vehicle Inspector has completed their work.
- Install all recovery equipment before tow trucks are positioned in the traffic lanes. To minimize disruption, do preliminary work such as chains, wire, rope, and snatch blocks before tow trucks block traffic lanes. When releasing spring brakes on air-brake vehicles, never release them by use of the slack adjusters.
- Complete recovery.
- Begin the towing process.
- Plan the route back to the lot.

Highway Helper:

- If first to arrive and traffic conditions allow, protect the scene by utilizing vehicle with emergency lights and/or chevron arrow activated to the rear and notify to TMC.
- Provide additional traffic control using cones or flares.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Fire Service:

The fire service would not typically respond initially to this type of incident unless Hazardous Materials are involved. This document does not address this scenario.

Mn/DOT Maintenance:

- Provide emergency and short-term traffic control setups to protect the incident scene.
- Coordinate the establishment of alternate routes with law enforcement and assist in their operation as necessary.
- Determine incident clearance needs such as loaders, tandems, brooms or other pertinent equipment and materials.
- Coordinate use of Mn/DOT resources (people, equipment and materials) for clearance and the recovery of incident. Ensure roadway surface is clear of debris.
- Mn/DOT employees are allowed to help contain and clean up motor vehicle's own liquids. Sorbent products, and as a last option sand, may be used to contain liquids such as radiator, transmission and hydraulic fluids as well as engine oil, gasoline and diesel fuels at the scene. Mn/DOT employees involved in such activities must have annual "Right-To-Know" training dealing with these liquids.
- If a spill of a hazardous substance is found, have the dispatcher call the State Duty Officer at (651) 649-5451 or (800) 422-0798 if they are not already notified.
- Assess infrastructure damage; make necessary arrangements repairs and report resources used for billing process.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Abandoned Hazardous Materials

Hazardous Materials are often abandoned or spilled on public property by illegal drug labs, businesses, and individuals. Containers of unknown materials pose risks to responders, and response and proper disposal are expensive.

Law Enforcement:

Law Enforcement would not typically respond to this type of incident unless the abandoned material contained chemicals from illegal drug labs or in high hazard situations.

Towing Operator:

Usually not a responding party.

Highway Helper:

Usually not a responding party.

Fire Service:

The fire service would not typically respond initially to this type of incident unless the abandoned hazardous material poses a high hazard threat.

Mn/DOT Maintenance:

- Approach spilled hazmat or open containers up-wind and up-grade, evaluate the scene from a distance, and don't walk in spilled materials.
- The State Duty officer should be notified for any high hazard abandonment with the following exceptions: typical pails or bottles full of motor oil, antifreeze, or old paint, sealed lead-acid batteries, fluorescent bulbs, oil filters and aerosol cans.
- If the situation is a high hazard, contact the local public safety agency for law enforcement and fire personnel assistance.
- The State Duty Officer should be notified if the abandoned hazardous materials include medical waste, such as hypodermic needles.
- If the abandoned hazardous materials contain chemicals from illegal drug labs, contact law enforcement, Duty Officer, and the appropriate response contractor.
- All abandoned containers, greater than or equal to two 55 gallon drums, will be referred to the State Duty Officer at (651) 649-5451 or (800) 422-0798 for referral to the Minnesota Pollution Control Agency (MPCA) (4)
- All abandoned containers less than two 55 gallon drums, are Mn/DOT's responsibility for removal. (4)
 - The Triage person (a Mn/DOT employee who has successfully completed Mn/DOT's Abandoned Container Triage Personnel Training) must be called for advice on all abandoned containers found on Mn/DOT right-of-way with the following exceptions: sealed lead-acid batteries, fluorescent bulbs, oil filters and aerosol cans.
 - All abandoned containers deemed safe by the Triage person for Mn/DOT employees to handle, will be picked up and transported, by Mn/DOT personnel, to the nearest designated storage area.
 - The triage person can use the technical expertise of Mn/DOT's Hazardous Materials Specialists at Motor Carrier Services in determining transportability, employee safety and hazardous of unknown materials.
 - All abandoned containers deemed unsafe by the Triage person for Mn/DOT employees to handle, will be transported and disposed of by an Emergency Contractor.
- WHEN IN DOUBT ON HOW TO HANDLE THE ABANDONED MATERIAL, CONTACT THE STATE DUTY OFFICER AT (651) 649-5451 OR (800) 422-0798.

Appendix A – References

- (1) Incident Management Response Plan, Hampton Roads Highway Incident Management Committee, November 1999
- (2) Traffic Incident Management Handbook, US Department of Transportation, November 2000
- (3) Memorandum No. 01-01, High Visibility Protection, Minnesota Department of Transportation Safety Division, June 25, 2001.
- (4) Technical Memorandum No. 00-02-ENV-01, Abandoned Containers on Mn/DOT Right-of-Way, Minnesota Department of Transportation Engineering Services Division, April 5, 2000.